

An Overview Of E-Commerce Platforms

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By Steve Benjamins

You know, we use ad-blockers as well. We gotta keep those servers running though. Did you know that we publish [useful books](#) and run [friendly conferences](#) — crafted for pros like yourself? E.g. our upcoming [SmashingConf New York](#), dedicated to smart front-end techniques and design patterns.

Did you know that bandwidth overage charges are (still) a problem and most users prefer not to rely on a developer? Well, I talked to 917 (real-life) users and created a guide to **help others find the e-commerce software that suits them best**.

I completed this guide by searching for websites built with e-commerce software (you can verify by looking at the source code — certain code strings are unique to the software). Once I found a website, I (or one of my virtual assistants) would email the owner and ask if they'd recommend a particular software. Typically, they'd reply and I'd record their response in a spreadsheet (and personally thank them). Occasionally, I would even go on the phone to speak with them directly (although I quickly found out that this took too much time).

Here's what I discovered.

I calculated customer satisfaction by finding the percentage of active users who recommend the software:

E-commerce software	Recommendation %
Shopify	98%
Squarespace	94%
Big Cartel	91%
WooCommerce	90%
OpenCart	88%
Jumpseller	86%
GoDaddy	83%
CoreCommerce	80%
BigCommerce	79%
Uberscart	78%
Wix	76%
Magento	74%
Weebly	74%
3dcart	72%
PrestaShop	70%
Goodsie	65%
Spark Pay	65%
Volusion	51%

Jumpseller (86%) [Link](#)

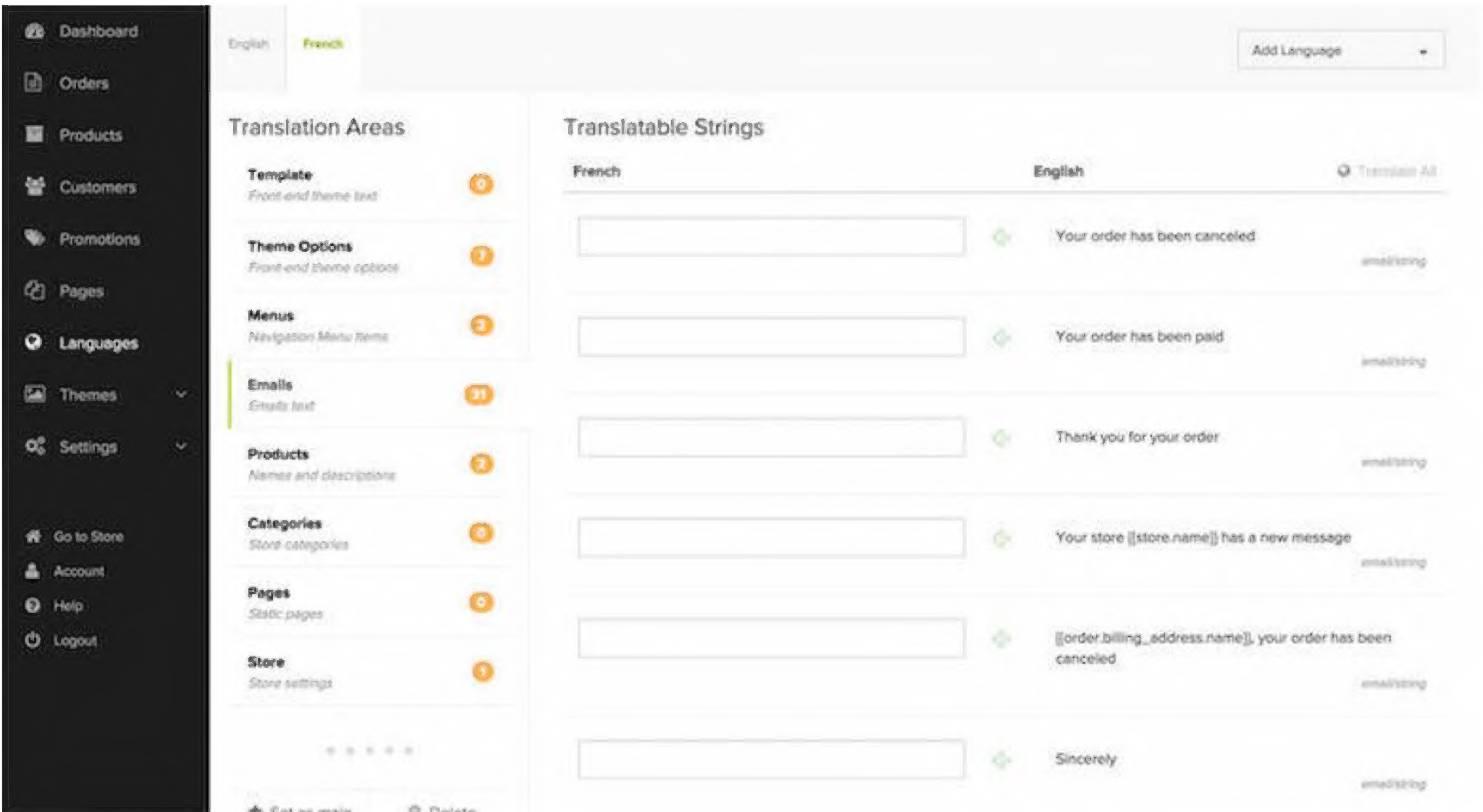
What Users Like [Link](#)

Customer support

“The Jumpseller team is also very helpful... They’ll walk you through the process of making website [changes], so you can really understand.” | “Technical support is great, always helpful and fast.” | “The best thing is its excellent service, very fast and efficient.” | “Support has worked well so far. When we’ve submitted a query, we’ve gotten quick feedback.” | “Fast and good email support.” | “The customer service is very responsive and helpful.” | “The email response time is super-fast. If I have one question or doubt regarding anything, from design to DNS configuration, they’ll reply in less than 15 minutes!”

Using it for Chilean and international stores

“Our store is based in Chile, and another feature we appreciated is that it had full integration with local payment systems.” | “Has local credit-card options (in our country).” | “Recently, they integrated the price list of one of the shipping companies most used in our country.” | “The good thing is the translation tool.” | “I can tell you that we have selected Jumpseller because we are selling in Chile, and the store was very well integrated with the most popular payment methods, couriers, etc.”



Users recommend Jumpseller for managing languages and international stores. ()